Samsung terminals
- connectivity any time, anywhere

Samsung Business Communications

Samsung Business Communications is a division of Samsung Electronics - a global leader in the manufacture and supply of innovative electronics solutions - which in turn is part of the Samsung Group, one of the world's largest companies with global turnover exceeding $100 billion and more than 170,000 employees.

With a proven pedigree in the manufacture of electronics for commercial and domestic applications, an annual R&D budget of over $2 billion, and 63,000 staff committed to the development of fixed and wireless communications, Samsung is at the forefront of delivering converged voice and data technologies including Voice over IP, WAN integration and SIP.

Samsung Electronics' core strategy continues to be to maintain leadership in the digital convergence revolution with the mission to bring innovation and digital technology to all products in ways that will make life easier, richer, and more enjoyable for all generations and all customers.

Samsung's expertise in communications and digital technology, combined with a strong commitment to international sport, has made the group a Worldwide Olympic Partner - providing state-of-the-art equipment and playing a vital role in the Olympic experience of billions of people across the globe.

With this backing, Samsung Business Communications is perfectly placed to exploit the convergence of telephony and IT services, and provide organisations with cutting-edge communications solutions.

Samsung Business Communications is continuously seeking ways to improve the specifications, design and production of its products and alterations take place continually. Whilst every effort is made to produce up-to-date literature, this UK market brochure should not be regarded as an infallible guide to current specifications, nor does it constitute an offer for the sale of any particular product. Resellers, Distributors and Channel Partners are not agents of Samsung Business Communications and have absolutely no authority to bind Samsung Business Communications by any express or implied undertaking or representation.
If you require any further information regarding Samsung Business Communications products or services please contact Samsung Business Communications Authorised Channel Partners who will be pleased to assist.

Handsets&Terminals/F/0905

WORLDWIDE OLYMPIC PARTNER

Samsung Business Communications, Brookside Business Park, Greengate, Middleton, Manchester M24 1GS
Tel: 0161 655 1100 Fax: 0161 655 1166 www.samsungbusiness.com email: marketing@samsungbusiness.com

Stay in touch wherever you are

With true voice and data convergence a reality and IP telephony on the rise, you can now stay in contact wherever you go. Samsung's range of handsets and other User-End-Points offer a wide variety of easy-to-use, ergonomically designed terminals, suitable for use in the office, at home or on the move.

Each handset is designed to maximise the benefits of the system's functionality - and to give users the appropriate feature set and access levels for their individual needs. Whether that is a simple telephone, Wireless, Softphone or a fully-featured handset with LCD display and programmable functions.

Selected Samsung handsets are available in either Digital or IP configuration, providing identical features and functionality to the user. Which means that users have indistinguishable functionality and access to system, whether they are connected as traditional keysets, IP devices on the network infrastructure or remotely via external data connection, such as DSL.

As technology advances, you can be sure that Samsung will be at the leading edge of the revolution, keeping your business ahead of the game.

Innovation on the desktop

By integrating Samsung's state-of-the-art communications technology into the 5000 Series handsets, your desktop can now become a multi-functioning, converged workstation.

The application of Digital and IP technologies means Samsung can truly unite communications within any organisation across LANs, WANs and the Internet. With shared features and functionality, plus a common look and feel to every terminal.

Simple and stylish connections

Samsung 5000 Series display handsets feature a 48-character, 2-line scrollable LCD screen to display call and integral system information. While Context Sensitive keys help users to navigate effortlessly through the system's features.

In addition, display handsets incorporate programmable, soft keys with tri-coloured LED status indicators that can be used for speed dialling, as well as one-touch feature access keys and traditional 'Key & Lamp' working. Optional add-on modules can also be assigned to compatible handsets, creating 64 additional soft-keys.

Or you can choose Samsing's standard Digital and Analogue handsets, as a cost-effective alternative for staff who do not require high access to system features. Ensuring everyone has their own point of contact and individual extension.

Freedom to Roam

Samsung Mobility Solutions can take your communications beyond the confines of the office environment. It gives you the freedom to work anywhere and stay in total control of your voice and data communications - whether you're at home, in a hotel or in a wireless hotspot in an airport, station or café.

Samsung can also vastly improve efficiency and reduce ongoing communication costs. For example, employees who regularly travel can use Softphone applications loaded on their laptop, whilst staying at hotels, waiting at airports or working from any location that offers high-speed connectivity - therefore reducing the cost of phone calls on the move or abroad.

Samsung 5000 series handsets provide access to a host of features, depending on which handset you choose:

Context Sensitive keys

The integral LCD display of Samsung 5000 series handsets allows users to benefit fully from the power of the system, using the Context Sensitive keys. The text on the LCD display shows exactly which functions are available, dependent upon the status of the call you are currently handling. So, for example, if a call is on hold or being transferred to another extension, the display shows the options that are available. In turn, when making a call, the system's integral telephone directory also allows you to scroll to the required name, and by using the soft keys, automatically dial the number.

Add-on module

The 5000 series add-on module increases the capability of compatible keyphones. The 64 additional buttons on each module can be used as programmable, speed dial or feature keys, making it an ideal solution for receptionists and call centre staff.

209:JANE KELLY FRI 23 Sep 02:54	203:BUSY CBK MSG CAMP	CAMP ON TO 203 WAIT FOR ANSWER
Idle display shows extension, name, date & time.	This extension is calling extension 203 which is busy.	Handset has confirmed a camp-on to extension 203.
01712345689 TRANSFER FM 201	526:JIM MORGAN DIAL VIEW EXIT	JOHN SMITHSON 27/TELESALES
This incoming call is a transfer from extension 201.	Directory dialling – at the touch of a button.	This display shows who is calling and who they have called.

Coloured light indication

The tri-coloured LED lights allow you to track calls being made on the system, both from your own handset and from others. Green indicates your calls, red indicates other system calls, while amber shows recalls.

Appointment reminder

Handsets programmed with an alarm key can be used to remind you of meetings and appointments, with display phones also capable of showing a programmed message when the alarm rings.

Directory dialling

Display handsets allow the user to view, store and dial frequently used numbers, programmed into the system. These directories can be shared between system users, or held within your own personal phone book.

Redialling

Three types of redialling are available:

- Auto retry reserves an outside line, automatically redialling the required number up to the pre-programmed limit (network dependent)
- Last number redial saves the last dialled number for trying again using the redial button
- Save number stores the dialled number for recall after other calls have been made.

Call forwarding

Handsets can be programmed so that if your extension is engaged or you are not available, calls are forwarded to another destination, either internal or external, including a mobile or home number.

Call pick up

Using the call pick up facility, it is possible to programme the system so that users are able to answer each other's calls - ideal for open plan offices or group working

Multi-level screens with up to 99 busy lamp fields.

Feature menu provides access to popular phone features.

Directory dialling with simple feature selection.

Headsets - hands free working

Samsung's handset range is also compatible with industry standard headsets, making them an ideal solution for receptionists or call centre working.

On hook dialling

Calls can be made without lifting the handset, with the option of using the keyphone's integral microphone or the handset when the call is answered.

Call waiting alert

Have you ever lost or forgotten an important call? Samsung handsets can indicate with a ring tone and flashing LED that a call is waiting when you are already on another call.

Daughter boards - easily add Conferencing Modules, fax machines or modems

Samsung terminals offer a range of add-on modules to enhance the functionality of the handsets, whilst maximising the capacity of the system. In boardrooms, meeting rooms or for individuals that hold regular teleconferencing meetings, Conferencing Modules can be added.
These multi-directional microphones allow multiple users to participate in a call on a single telephone. If you want to add a fax machine, modem, an additional handset, or maybe a cordless phone to an existing Samsung keyphone - no problem. With the optional daughter board, the additional device operates completely independently. It even has its own extension number so you can send and receive faxes and e-mails, or connect to the internet, whilst still making calls.

Integral paging - paging facilities for all users

Samsung systems provide an integral paging system, which can be tailored to suit the needs of each user, with functionality for internal and external paging from all handsets.

Enhanced usability with Samsung OfficeServ handsets

The Navigation keys available with selected Samsung 5000 series handsets are a main portal through which you can interact with, and navigate through, the system and its features.

Executive handset, exclusive features

For users of the 5000 Series Executive 12 Button handsets with a large, multi-level LCD screen, the navigation keys are the instrument for accessing and manoeuvring through the enhanced and exclusive user features the handset provides, such as:

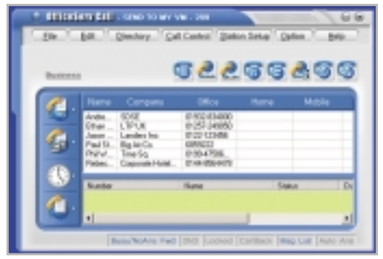
- Personal organiser
- Text Messaging tool
- Extension configuration
- Ring tone set up
- Personal Phonebook.

Take control of your communications

The Menu button within the Navigation keys of Standard display handsets takes you into the heart of your user options, through which you can operate and employ the most popular system features, including:

- Personal Speed Dialling
- System Directories
- Call Forward Settings
- Conferencing
- Outgoing and Incoming Call Logs
- Personal Alarms.

OfficeServ Call - creating desktop efficiency



OfficeServ Call is a simple-to-use, cost-effective call management application that can improve the operation of almost any organisation, offering features such as screen popping, PC-based telephone operation, BLF, message and contact management.

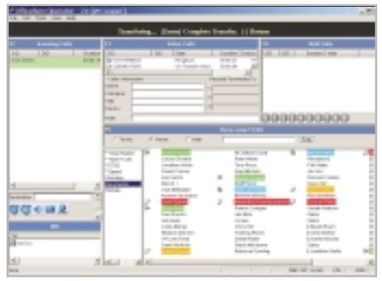
It allows you to access and manage your calls from an easy-to-use Windows application on your PC. Functions such as on-screen dialling, call forwarding, tele-conferencing and speed dialling are all accessible at the click of a mouse, enhancing efficiency and presenting a more professional face to the outside world.

Integration with Microsoft Outlook enables contact records to be presented on an incoming call, direct dialling from the contacts folder and details of incoming callers to be automatically presented and updated as the call progresses.

OfficeServ EasySet - your personal extension manager

Samsung's OfficeServ EasySet is an intuitive Windows browser that allows each user to take command of their communications, customising their extension and enhancing productivity. EasySet presents the user with a picture of their handset on their PC screen, showing an overview of the current extension settings and status of programmable feature access keys. It replaces complex programming codes with simple 'point-and-click' operation to allow the user to set up extension features and messaging, configure features keys and programme personal speed dials.

OfficeServ Operator - making first impressions count



It is imperative that incoming calls are managed as professionally and efficiently as possible by your operators. That's why Samsung has developed OfficeServ Operator - a PC-based Console that makes handling high volume call traffic as smooth and effective as possible, improving the image of your organisation.
With the simplicity of point and click operation, OfficeServ Operator replaces traditional handset 'Key and-Lamp' working to offer each Operator extensive call handling functionality.

Advanced features include Busy Lamp Field indication, extension status, dial-by-name, departmental queues, information view, straight to mailbox, conference call set up, notes facility and recently forwarded destinations.

Wireless where you want it

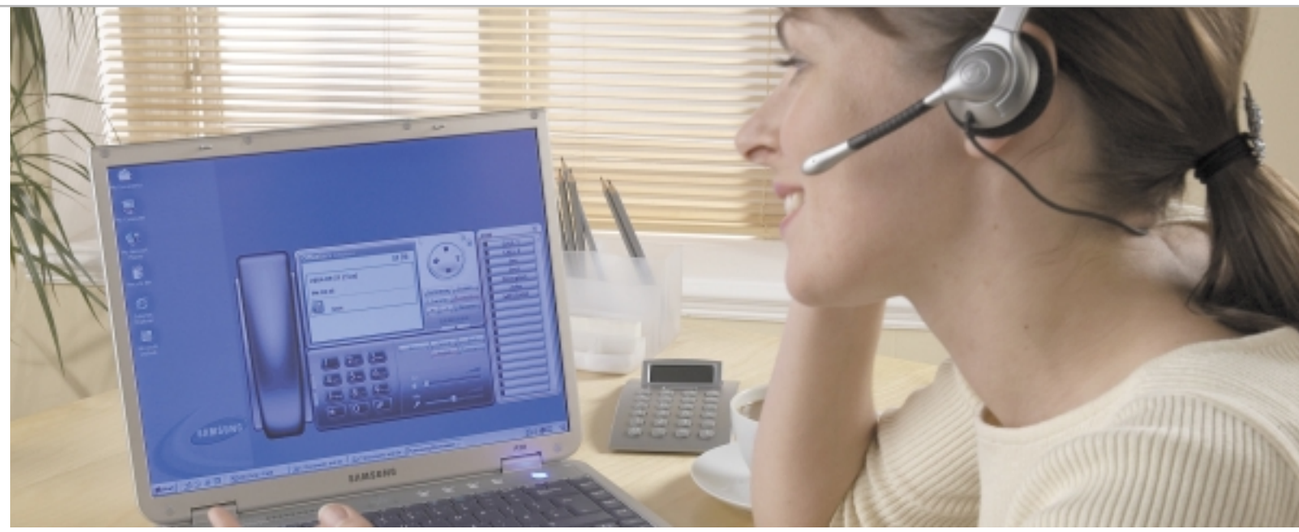
Wireless IP networks are now a common feature in many locations, giving you the freedom of connectivity without having to be close to a traditional network point. Samsung's wireless IP solution lets you use mobile data devices like laptops and PDAs, as well as mobile Wi-Fi handsets, on the same wireless LAN.

The WIP5000M wireless IP handsets are fully integrated extensions of the host system and deliver all of the features and functionality your business requires, including large screen, internal number memory, called number list, calendar function, campus mobility and stylish design. Now you can stay in touch wherever you are - no longer tied to your desk, waiting for that important call. Wi-Fi handsets are ideal for senior managers and mobile employees, making them more responsive to colleagues and customers.

Samsung Wireless IP uses the industry standard IEEE802.11b for the air interface, allowing users to connect any compatible data equipment to the network through the access point.

Crystal clear voice - all the time

Samsung understands that voice is a mission-critical application and that voice quality is a basic requirement. OfficeServ Wireless IP delivers a no-compromise voice quality solution, sharing the network bandwidth with the organisation's data applications, but managing the bandwidth so that calls get the best voice quality from the available network resources.



Staying connected

Every time you leave the office, irrespective of distance or geographical location, you can still have the comfort and functionality of your office phone right there on your PC, Laptop or PDA.

OfficeServ SoftPhone is a software application that gives you all the functionality and benefits of a normal IP phone. It can be used at any location with High-Speed connectivity to the Internet - from hotel rooms to airports and wireless hotspots.

SoftPhone communicates with your OfficeServ System across the IP network, acting as a normal IP extension with all of the features of your desktop phone. You have full access to your DDI calls, voicemail, personal and system directories, just as if you were in the office. SoftPhone can be configured with several different skins, with various controls either hidden or displayed, including an Add On Module (AOM) that can show 99 buttons. These can be configured as Busy Lamp Fields (BLF), feature access or speed dial access keys and are used in the same way as on a physical system phone. It delivers a better connected, more integrated mobile workforce, saves on expensive hotel and mobile phone charges and gives you the security of knowing that you have not compromised your IP network to get cheaper calls.

OfficeServ Softphone Compact can be loaded on any Wi-Fi enabled Windows® CE-based PDA. So the user can have full access to their office system and enjoy the complete functionality of their OfficeServ extension - from anywhere with high-speed wireless internet access.

For the ultimate mobility solution, OfficeServ Softphone Compact can also be loaded onto any Dual-Mode GSM-Wi-Fi device with the Windows® CE operating system and PDA capability. This allows the user to switch between the OfficeServ Wireless Network and the GSM network - using OfficeServ landline connections whenever available to maximise coverage and minimise costs. While incoming DDI or internal calls can be routed to the OfficeServ Softphone, whenever the device is within the range of an authorised hotspot or OfficeServ Wi-Fi Access Point coverage.